

Gallagher Notifications



Notifications is an optional licensed feature for Gallagher Command Centre that enables email or text messages to be sent to cardholders about events and alarms, as well as the imminent expiry of their cards or competencies¹.

Five main areas are supported:

- Individual subscription to event or alarm messages as they occur
- Acknowledgement of alarms via return email or text message
- Notification of imminent card or competency expiries to an individual, their manager or others who require the information
- Emailing of reports to intended recipients.
- Notification of visitor arrival

Architecture

Notifications from Gallagher Command Centre are sent as email via a site's mail server. To support notifications via SMS the site must subscribe to a 'Bulk SMS Service Provider'.

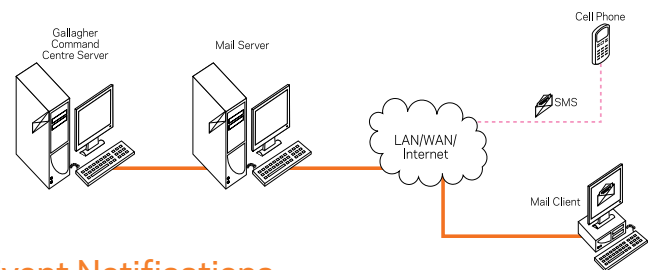
The Gallagher security system communicates with this provider via email specially formatted for final delivery via SMS. The provider then converts the email received from the Gallagher system to an SMS message and forwards it to the appropriate mobile network provider.

Event Notifications sent via Email

In addition to the standard Gallagher event information, emailed event notifications can be configured to include any relevant alarm instructions and/or personal data where an event has an associated cardholder.

Events Notified via SMS Text Message

SMS text messages include essential event information and the configured short names of the Gallagher site item and event priority ensure all messages fit within a standard length text message.



Event Notifications

Event notifications provide the ability to notify operators and cardholder(s) via email or SMS of events and alarms which have occurred in the Gallagher system.

Event Notification Filters

To enable targeted notification of events, filters can be configured in Gallagher Command Centre to define when an event notification will be raised.

Scheduling Event Notifications

Each event notification filter can be separately scheduled to enable and disable notifications for different times during the day and for different types of days.

Alarm Acknowledgement via Return Message

An authorized operator receiving an event notification of an alarm via email or SMS can acknowledge the alarm by replying to the message with a specific instruction.

SMS notifications include an ID number which is specific to the operator and can then be used for alarm identification when an authorized operator 'acknowledges' by return message.

¹ Cardholder Competencies is a separately licensed feature enabling an access decision to include the status of a cardholder's certifications where the certifications fulfil pre requisites to gain access to a specific area or asset. Both features must be licensed to enable cardholder competency expiry notifications.

Expiry Notifications

Expiry notifications provide the ability to notify cardholder(s) via email or SMS of cards or competencies which are about to expire, or have just expired.

Role Based Expiry Notification

This allows the configuration of expiry notifications based upon cardholders roles and relationships which can be configured in Command Centre – e.g. a Supervisor can be configured to receive notifications of all their reportees expiries.

Managing Relationship Updates in Gallagher Command Centre

Should a cardholder performing a particular role change, Gallagher Command Centre provides two efficient methods for updating the relationship between a role and cardholders together with their expiry notifications:

- Cardholder Bulk Change and
- Importing Roles via XML Import or Enterprise Data Interface:

Visitor management

If a site is using a Gallagher Self-registration Kiosk for visitor management, which allows visitors to sign-in independently of a receptionist, there will be a notification automatically sent of their arrival via email or SMS once their registration is complete. Hosts can manage their visitors onto and offsite from the Kiosk, including the ability to issue visitor cards and access, update the visit details or reprint visitor labels.

Technical Specifications

GALLAGHER NOTIFICATIONS		MARCH 2013
Gallagher Command Centre version support	Version 6.10 or later	
License Format	Single license enables 'Notifications' site wide	

Operator Privileges

Standard Gallagher operator privileges apply to the configuration and enablement of event and expiry notifications. Acknowledgement of alarms via email or SMS can be performed by suitably privileged operators only.

Cardholder Reports

Gallagher cardholder reports can be generated to include configuration settings with respect to roles for expiry notifications and event notifications:

Emailing Reports

Drawing on the notifications feature, selected reports can be generated on a repeating schedule (e.g. every Monday morning at 06:00) and automatically emailed to the people who require them, effectively eliminating the manual overhead of generating and emailing reports to the intended recipients.

For more information about reports please refer to the Gallagher Command Centre User Guide.

Interactive Help

At Gallagher Command Centre workstations interactive help is available to guide operators through the configuration and operation of both event and expiry notifications.

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